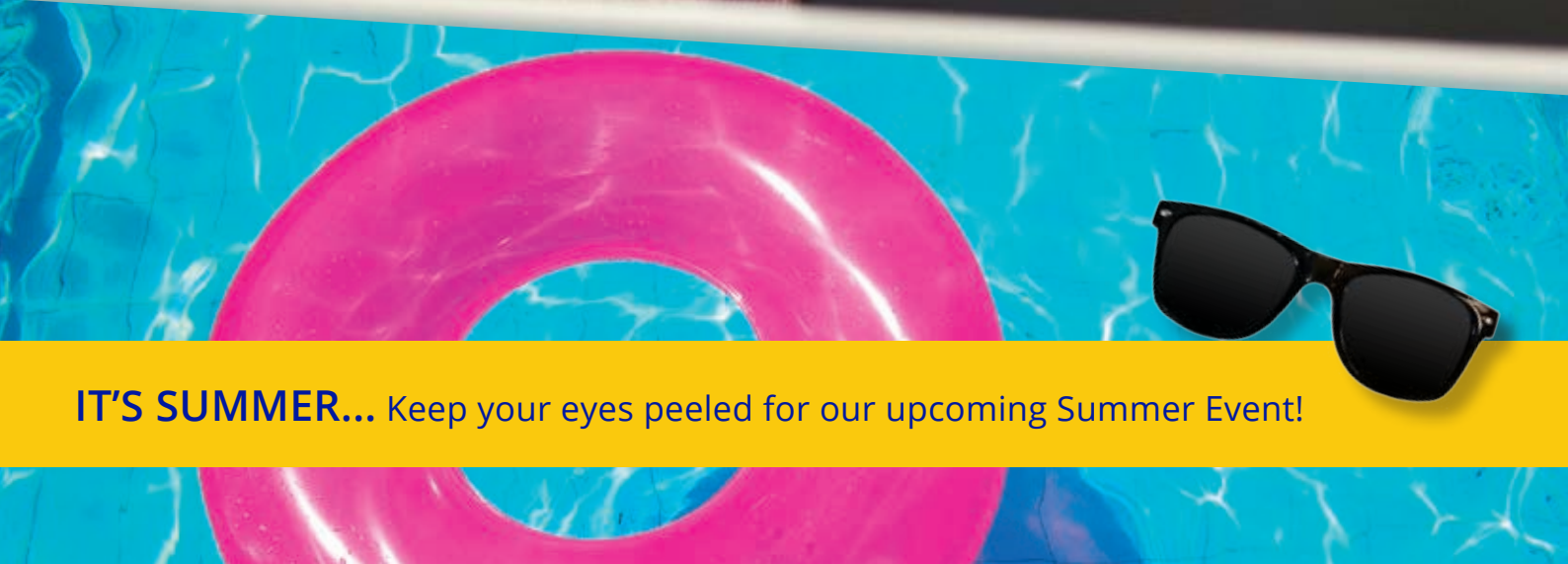


## Here to help

We want to ensure that all of our tenants are properly housed. If your current home is not meeting your needs, we can help. *More on page 2*



**IT'S SUMMER...** Keep your eyes peeled for our upcoming Summer Event!

# New homes for current tenants

Our development of nine, one bedroom properties on Forth Drive in Craigshill will be completed in June or July of this year. Should you as a current tenant wish to be considered for one of these one bedroom flats, please contact our Housing Support Team on 01506 439291 or come into the office.

We operate a tenant led transfer policy which means that all of our new build properties will be allocated to current tenants in the first instance. To be considered your current tenancy needs to meet our re-let standards, and a property inspection would be required. Please do not hesitate to contact us with enquiries that you may have about this re-housing opportunity.



## Is your current home meeting your needs?



Almond Housing Association is keen to ensure that all of our tenants are properly housed. If you feel that your current accommodation is not meeting your needs, we can offer assistance and advice to complete Housing Application Forms and ensure that your assessment is correct.

For example, perhaps...

- You have children as permanent members of your household who are under 12 years of age and live in a flat without direct access to a garden
- You have health difficulties that your current home is making worse i.e. internal stairs and you have mobility problems
- You are being subject to violence or harassment in your current home

If you wish to discuss your housing situation, please contact our Housing Support Team, we would be happy to help.

We will do all that we can to assist you.





# We're going wild

We have seeded cornflowers and many other wild flowers in three areas in Craigshill and Ladywell. Between July and September they will be in full bloom. We have added some more colour to our green areas in Ladywell and Craigshill this summer by planting lupins, marigolds, poppies, cornflowers and many other types of wild flowers.

The flowers have been sown near The Courts and between Victoria Street and Inglewood Street in Craigshill, and in the Linnet Brae and Fulmar Brae areas in Ladywell.

A total area of 2,585m<sup>2</sup> will be in full bloom in July, making summer extra colourful.

## Broken **Appointments**

For many years now we have offered an appointment service for repairs with about half of all reported repairs being attended to by appointment, and we are looking at ways of improving this part of our service. However, even though a specific appointment has been made for the work to be carried out, for one in twelve appointments the tenant is not at home.

Of the 5002 job appointments made last year, 416 of them were wasted calls costing over £6,000 in total.

Wasted time on a call also means that someone else is being delayed from getting their repair completed.

Please remember to keep the appointment, and if you have any doubts you can always check with us. As a word of warning, those who abuse the appointment system in this way run the risk of being charged for the missed call – don't let it be you.



# We have a winner!

Congratulations to Jeanie Anderson of Craigshill, who has won our Almond Award for this quarter! Jeanie was delighted to be presented with **£250 worth of vouchers** for Almondvale Shopping centre.



The draw is our way of thanking folks for keeping on top of their rent payments, taking care of their home and generally being a good tenant!

Our next Almond Award will be run in Autumn 2017. All you need to do in order to be entered for the draw to win £250 worth of vouchers is to:

- 1** Have maintained a clear rent account for a minimum period of three months immediately prior to the draw
- 2** Not be involved in any anti-social behaviour in your area
- 3** Maintain your tenancy and any garden area to a satisfactory standard
- 4** Have allowed our contractor to gain access to your home to complete the annual gas check

*Well done to Jeanie Anderson and a big thanks to all our tenants!*



## Then and now

This is how Doon Walk looked like in the 1960's, and how it looks today. Keep an eye out for our Throwback Thursdays on Facebook when we post historical photos from Livingston. Find us on [www.facebook.com/almondhousingassociation](http://www.facebook.com/almondhousingassociation)



## USEFUL TELEPHONE NUMBERS

**EMERGENCY "OUT OF HOURS" REPAIRS: 0845 038 0040**

Almond Housing Association	01506 439 291	Homeless Persons	01506 280 000	Scottish Power	(General) 0845 270 0700
Gas Leaks	0800 111 999	Howden Health Centre	01506 423 800		(Emergency) 0845 272 7999
Citizens Advice Bureau	01506 432 977	Litter Hotline	0800 616 446	St John's Hospital	01506 523 000
Craigshill Health Centre	01506 432 621	Police	101	Street Lighting	01506 280 000
Energy Advice	0808 808 2282	Refuse Collection	01506 280 000	West Lothian Council	01506 280 000